



model IR400

**DUAL ZONE
INFRARED HEATER
OWNER'S GUIDE**

GUÍA DEL PROPIETARIO
CALEFACTOR INFRARROJO
DE ZONA DUAL

**READ AND SAVE
THESE INSTRUCTIONS**

LEER Y GUARDAR
ESTAS INSTRUCCIONES

www.vornado.com

we expect
this product
to be **PERFECT**

if it's not
WE will make
it right.

www.vornado.com
800.234.0604
help@vornado.com

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IMPORTANT INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING.

This owner's guide and any additional inserts are considered part of the product. They contain important information about safety, use, and disposal. Before using the product, please familiarize yourself with all operating and safety instructions. Please keep all documents for future reference and pass these documents on, together with the product, to any future owner.

The following Warning messages are throughout this owners guide:

DANGER


Indicates a hazard with a HIGH level of risk which, if not avoided, will result in death or serious injury. Please pay special attention to any instructions given to avoid this threateningly dangerous risk.

WARNING

Indicates a hazard with a MEDIUM level of risk which, if not avoided, could result in death, serious injury, minor or moderate injury or potential property damage.

INTENDED USE: This product is intended to heat and circulate the air in indoor living spaces only. This product is not intended for commercial or industrial uses.

The manufacturer assumes no responsibility for damage caused by failure to follow these instructions or improper product use. Any such actions will invalidate the product warranty.

 **WARNING** – When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

WARNING

Risk from Unintended Use and Handling. Please take care to follow these guidelines to avoid risks to people or property.

- **Do Not** use this product on an elevated surface such as shelf or desktop. Use only while placed on the floor. Operate only in the upright position.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into bathtub, swimming pool or other water container.
- **Do Not** run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- **Do Not** operate any heater with a damaged cord or plug after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair in order to avoid a hazard.
- **Do Not** attempt to repair or replace parts.

DANGER

Risk from Electrical Shock. Contact with wires or components that are under voltage could be potentially fatal!

- **Do Not** use this product outdoors or exposed to weather or elements.
- **Do Not** use this product on wet surfaces, in bathtub or shower.

- **Do Not** immerse this product in water or allow water to drip into the motor housing.
- **Do Not** use this product if it has a damaged power cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- To reduce the risk of fire or electrical shock, do not use this product with any solid state speed control device.
- **Do Not** stretch the power cord or put the cord under strain.
- **Do Not** insert or allow foreign objects to enter any input or output opening as this may cause risk of electric shock or fire, or damage the product.
- This appliance has a polarized plug. (One blade is wider than the other.) To reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.



DANGER

Risk from Electrical Connections. Please pay attention to any instructions given to avoid personal injury or property damage.

- A loose fit between wall outlet (receptacle) and plug may cause overheating and distortion of the plug. Discontinue use of the product in this outlet. Contact qualified electrician to replace loose or worn outlet.
- **Do Not** use this heater on a circuit that is shared with another high power device, such as a vacuum or circular saw.
- **Do Not** use this heater on a circuit that has a variable speed device operating, such as a blender or variable speed fan.

- **Do Not** use this heater on a surge protected circuit.
- **Do Not** use this heater with any kind of timer designed to turn the unit on or off.
- **Do Not** use the heater on any Ground Fault Circuit Interrupted (GFCI) circuit. A GFCI circuit has a reset button in the middle of the outlet.
- **Do Not** use this heater in an RV, boat, or any application where a DC/AC converter is converting battery power to AC power.
- **Do Not** insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- Always plug heaters directly into wall outlet/receptacle. Never use with an extension cord or re-locatable power tab (outlet/power).
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- This heater is equipped with a thermal safety shut off system, designed to turn off the heater when an internal overheating condition is detected. See "RESET HEATER" to determine how to check and reset the heater.
- In order to avoid a hazard due to inadvertent resetting of thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Always unplug when not in use or when leaving the dwelling or premises for extended periods of time.
- Do not place the heater directly below a socket outlet.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- The IR400, like any other 1500-watt electric heater, draws up to 12.5 amps of electric current. If using your IR400 on the Whole

IMPORTANT INSTRUCTIONS

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Room High Heat or Personal Zone setting causes your home circuit breaker or fuse to trip, we offer the following suggestions:

- Try turning off other electrical appliances that run on the same electrical circuit as your IR400.
- Run the IR400 on Whole Room Low Heat mode.
- Have your electrician add an additional circuit to your homes electrical system.
- ALWAYS USE COMMON SENSE WHEN USING THIS AND/OR ANY ELECTRICAL APPLIANCE.
- Do not use more than one heater at a time on the same circuit.
- Never ignore or take lightly the signs of an electrical problem, such as:
 - Warm outlet cover plates
 - Sparking at outlet when plugging in or during operation
 - Light flickering or dimming (indicates a shared circuit or problem)
- Investigate the cause of these before continuing to use the heater.

WARNING **Risk of burn.**

- **Do Not** use heater to dry human or animal hair or articles of clothing.
- This heater is hot when in use. To avoid burns, do not let bare

- skin touch hot surfaces. Use handle when moving this heater.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.



Warning: In order to avoid overheating, do not cover the heater.

- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.



WARNING

Risk to Children and Other at Risk Groups of People.

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- This product and its packaging material are not toys and should be kept out of reach of children.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

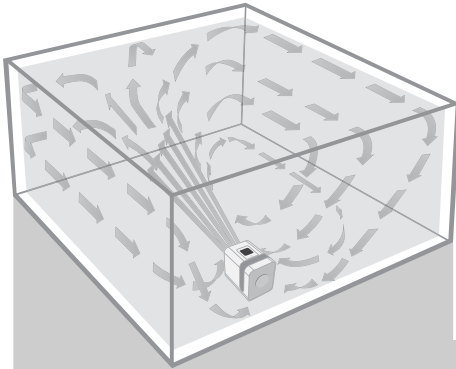
This equipment may generate, use and/or radiate radio frequency energy that may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to contact Vornado Consumer Service at 1-800-234-0604.

SAVE THESE INSTRUCTIONS

Please keep all documents for future reference and pass these documents on, together with the product, to any future owner.

WHOLE ROOM VS. ZONE HEAT

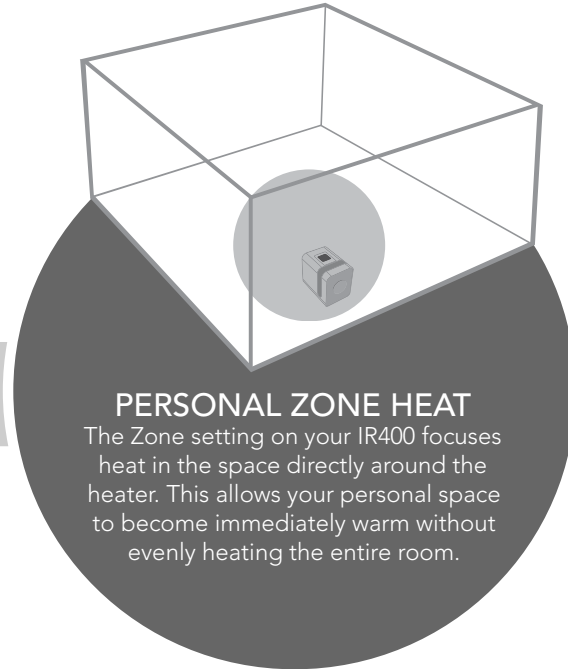
For the first time, you now have the choice between Whole Room Warmth OR a Personalized Zone Heat with the Vornado Dual Zone Infrared Heater. The IR400 has the ability to use Vornado's signature **▼Flow** Whole Room Heat circulation to deliver continuous, uniform heat to the entire room, or switch to a Personal Zone Heat for extra-warm heat just for you.



WHOLE ROOM

IR400 uses a special airflow called **▼Flow** Whole Room Heat Circulation to heat all the air in the room. The air flows fast, warm and gentle to create a heating experience unlike any other and allows you to heat the room you're in, not the whole house.

OR



PERSONAL ZONE HEAT

The Zone setting on your IR400 focuses heat in the space directly around the heater. This allows your personal space to become immediately warm without evenly heating the entire room.

SAFETY FEATURES

COOL TOUCH CASE

Safe to touch, even on high heat setting.

FINGER FRIENDLY DESIGN

Resists curious fingers.



POWER CORD STORAGE

Safely store excess cord on the back of heater.

AUTOMATIC SAFETY SHUT OFF SYSTEM

If airflow becomes blocked, power to the heater is shut off to prevent overheating.

AUTOMATIC TIP-OVER PROTECTION

If tipped more than 10 degrees in any direction, the heater will immediately shut down.

TIP-OVER: If the heater tips over, the safety shut off system will cut power to the heater. Position the heater back in the upright position. Press the power button and the heater will return to the last stored setting.

CONTROLS

The LED Display illuminates when powered on and as settings are adjusted, then dims after five seconds of inactivity.

POWER ON/OFF (⏻)

WHOLE ROOM HEAT
High (1500 watts), Low (750 watts) and Fan Only.



POWER INDICATOR LIGHT
To indicate the heater is on, the red light will illuminate.

SET TEMPERATURE (-/+)

PERSONAL ZONE HEAT
Zone (1500 watts)

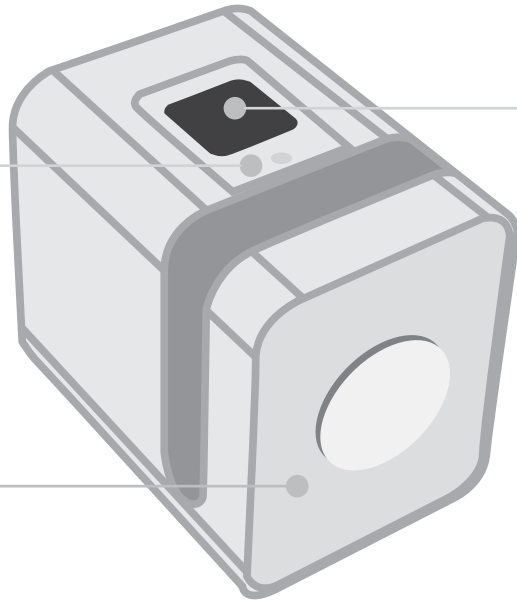
HOW TO USE

Before use, check appliance for visible damage. DO NOT USE THIS HEATER if there is evidence of damage. If any damage is found, contact Vornado Air LLC at 1-800-234-0604.

1. Use the integrated handle for lifting and carrying.

2. Position the heater so airflow is not obstructed.

3. Unwrap power cord from Cord Wrap. Plug power cord into a standard grounded wall outlet.



4. Press the power button (⏻) and select Personal Zone Heat (🔥) or Whole Room Heat (🌬️). Next, set thermostat to desired temperature using (-/+). You may also select Fan Only by pressing (🌬️). Default settings upon first use will be Whole Room High and set temperature of 75 degrees.

COOL DOWN

When you power off your heater, it automatically enters a cool down routine in which the heating element turns off and the fan exhausts remaining heat. During Cool Down, the display counts down from 60 seconds, then powers off completely.

CLEANING

Because your heater moves a substantial amount of air, it will need regular cleaning. Cleaning the outside of the heater is recommended on a bi-weekly basis. If service is required, return your heater to Vornado (see **WARRANTY** for instructions).

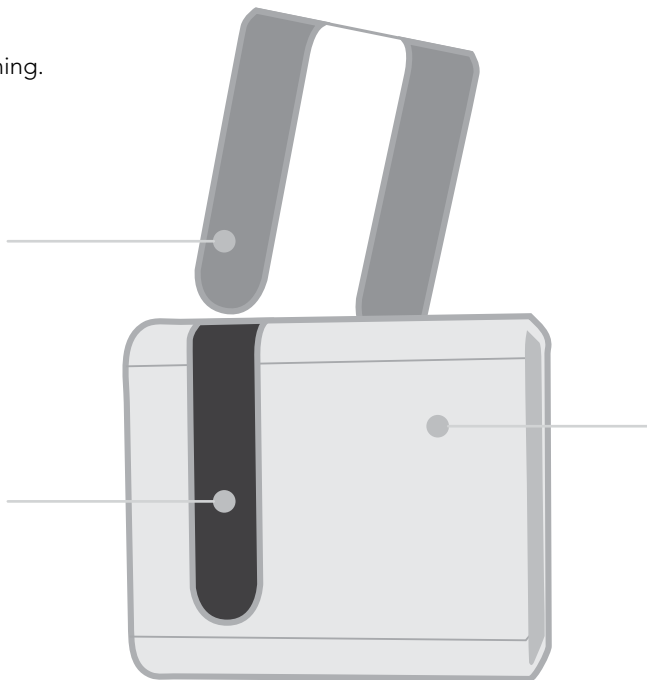
1. Unplug your heater before cleaning.

2. Remove the U-shaped Inlet Grill by sliding it up until it comes off the heater. Wipe with a soft cloth and/or run it under running water. Dry thoroughly before replacing.

3. Use the brush attachment on your household vacuum cleaner to softly vacuum the permanent Screen Filter located on the heater.



It is recommended to clean the Steel Filter 1x per month.



You may also clean the heater with high pressured air as well.

4. Use the brush attachment on your household vacuum cleaner to vacuum any accumulated dust off the Front Outlet Grill. Wipe down the entire surface with a soft cloth.

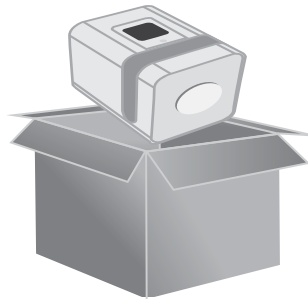
STORAGE

During the off-season or after extended periods of non-use, you may choose to store your heater. To ensure long life of the product, it is recommended to store your heater by following these instructions:



Cleaning is recommended before storage.

1. Unplug power cord and wrap around Cord Wrap on back of the heater.
2. Cover, or place back in retail carton if available. This will prevent the heater from accumulating dust overtime.
3. Store heater in a cool and dry location.



DISPOSAL

Dispose of all packaging materials in an environmentally responsible manner.

RESET HEATER

RESETTING YOUR VORNADO HEATER

Your Vornado Heater has a multi-level safety shut off system designed to prevent overheating. Overheating may occur when the inlets or outlet are blocked. If this happens, the safety shut off system will cut power to the heater and you will need to manually reset the heater.

1. Power heater off, then unplug the power cord.
2. Remove any obstructions.
3. Wait 5–10 minutes, allowing the heater to cool down.
4. Plug in the power cord and place heater in desired position.
5. Press the power button on. Your Vornado Heater should now function normally and return to the last stored setting.

Note: If the safety shut off system repeatedly shuts off your heater or if it will not reset after following the above procedure, call Vornado Consumer Services Department toll-free at 1-800-234-0604.



TROUBLESHOOTING

PROBLEM

POSSIBLE CAUSE AND SOLUTION

The unit fails to power on.

Unit is not plugged in. Plug power cord into electrical outlet.

Household circuit breaker / ground fault interrupter has tripped or blown a fuse. Reset circuit breaker / ground fault interrupter, or replace fuse (See IMPORTANT INSTRUCTIONS).

The unit has overheated. Automatic Safety Shut Off has initiated (See RESET HEATER).

Internal tip-over switch has been tripped and the safety shut off system has cut power to the heater. Place heater on a level surface (See SAFETY FEATURES).

Unit is damaged or in need of repair. Cease usage and unplug. Contact Consumer Service for assistance.

The airflow is diminished.

Check filter and clean as necessary (see CLEANING).

The unit is not producing a sufficient amount of heat.

Ensure unit is set to Whole Room High Heat or Personal Zone Heat, and set temperature is at the highest setting.

Close all doors and windows to trap heat.

Allow the unit to fully circulate the heat throughout the room, may take several minutes.



WARRANTY

We expect this product to be perfect. If you're not satisfied with this product, let us know.

We're Here To Help
800.234.0604
www.vornado.com
help@vornado.com

Vornado Air LLC ("Vornado") warrants to the original consumer or purchaser this Vornado® Dual Zone Infrared Heater ("Product") is free from defects in material or workmanship for a period of five (5) years from the date of purchase. If any such defect is discovered within the warranty period, Vornado, at its discretion, will repair or replace the Product at no cost.

For warranty or repair service:

Call 1-800-234-0604 or email help@vornado.com to obtain a Return Authorization ("RA") form. Please have or include your Product's model number and serial number, as well as your name, address, city, state, zip code and phone number when contacting Vornado for warranty service.

After receiving the RA form, ship your Product to:

Vornado Air LLC Attn: Warranty & Repair 415 East 13th Street Andover, KS 67002. For your convenience, please have your model number and serial number when contacting Vornado with service inquiries. To assure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock. Please allow 1-2 weeks for repair and return of your Product after the Product is received.

Repairs not covered by the warranty or outside the warranty period will require a fee to cover the cost of materials, labor, handling and shipping. This warranty does not apply to defects resulting from abuse of the Product, modification, alteration, repair or service of the Product by anyone other than Vornado, mishandling, improper maintenance, commer-

cial use of the Product, damages which occur in shipment or are attributed to acts of God. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VORNADO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

All company names and product names are trademarks of their respective owners. © All rights reserved. All technical information, data, and instructions for the installation, connection, and operation contained in these instructions for use correspond to the latest available information at time of printing. The contents of this manual may differ slightly from the actual product. Observe any additional supplements.

The manufacturer assumes no responsibility for damage caused by failure to follow these instructions or improper product use. Any such actions will invalidate the product warranty.

Any unauthorized product modification, repair by unauthorized repair center, or use of non-approved replacement parts is not recommended and any consequences will not be covered by support services or product warranties.



Designed, engineered and supported in Andover, KS

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PRODUCT SPECIFICATIONS

MODEL	IR400
VOLTAGE	120V~
WATTAGE	1500W
AMPERAGE	12.5A
UNIT DIMENSIONS	12.75" (32.4 CM.) x 9.35" (23.8 CM.) x 11.70" (29.7 CM.)

ESPECIFICACIONES DEL PRODUCTO

MODELO	IR400
VOLTAJE	120V~
VATIAJE	1500W
AMPERAJE	12.5A
DIMENSIONES DE LA UNIDAD	12.75" (32.4 CM.) x 9.35" (23.8 CM.) x 11.70" (29.7 CM.)



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800.234.0604 | www.vornado.com